

71-136

7 January 1971

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT : Summary Report on Complaints and  
Grievances Received by the Inspection  
Staff in 1970

1. This memorandum is for information only.

2. The Inspection Staff handled 92 cases during calendar year 1970 involving grievances and complaints. We had approximately 70 such cases in 1969. A breakdown of the complaints received during 1970 is attached, along with the 1969 totals for each of the major categories. I see no significant trend. The complaints we received this year concerned essentially the same sorts of dissatisfactions as have the complaints of prior years. Retirement is the only category in which there was a significant increase this year, and that increase resulted primarily from stricter interpretation of what constitutes qualifying service under the CIA system.

3. The more significant or serious of the complaints, of which there have been relatively few, were brought to your attention at the time they arose. Appropriate corrective action, where indicated, either has been taken or is in progress.

Gordon M. Stewart  
Inspector General

Attachment

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